



Chairperson's message

Mission

Our Mission is to assist people to live and participate in their community.

Vision

Our Vision is that people will choose Care Options.

Values

We value:

- People and their communities
- Integrity
- Excellence

How We Will Work

We will work in ways that:

- Recognise that the wellbeing of people is our primary concern
- Provide the best possible service and value
- Encourage open communication and participation in decision making
- Foster a sense of fun and enjoyment
- Are viable and sustainable

I am pleased to present Care Options' Annual Report for 2010-11.

Care Options primary focus is on improving the wellbeing of people. This financial year we built on the success of last year by continuing our focus on our clients, staff and volunteers. Much work has been done to improve our services and support systems and this has led to a further improvement in client, staff and volunteer satisfaction over 2010-11.

I would like to thank our board members, staff and volunteers for their dedication and commitment to providing the best possible service to our clients.

During the year we focussed on improving our services and responding to feedback we have received from clients, staff and volunteers. We have significantly increased our staff training and commenced a two year project aimed at replacing our entire telephony, information and computing systems.

In 2009-10 we experienced a range of issues with our telephone system, which at times resulted in the system failing, calls being lost or delays in answering them. I am very pleased to say that we were able to upgrade our telephone system this financial year and this has resulted in a significant improvement in our response times and call management. Further improvements are planned for 2011-12.

In October 2010 we moved our operations staff from Challenger Lodge to our office at the LifeLinks Building. This has resulted in improved communications between staff in relation to client services and support.

The move to the LifeLinks building and the upgrade of our information systems would not have been possible without the generous support of Lotterywest, the Home and Community Care Program (HACC) and the Australian Government Department of Health and Ageing.

In January 2011, the assessment process for HACC funded services was moved from individual service providers to independent assessment services. Care Options was selected as one of the two regional assessment services in the south west metropolitan area.

Throughout this year, our funders have continued to support Care Options and, on behalf of our clients and everyone involved with our organisation, I would like to extend our grateful thanks as we could not provide services to the community without this ongoing support.

In closing, I would like to sincerely thank our board members, staff and volunteers for the great contribution they have made to ensuring Care Options continues its important role in assisting our clients to live and participate in their community.

Barbara Powell
Chairperson



Overview of 2010/2011 financial year

The 2010/2011 financial year has been marked by a combination of great challenges and successful progress at Care Options.

In recognition of the very important role our staff and volunteers play in improving the quality of life of our clients, we have introduced a range of training and other opportunities. In addition, regular events and celebrations have been organised throughout the year for team members to be acknowledged for the significant roles they play in the lives of our clients, the community and at Care Options. One of these events is our annual service recognition dinner, where long serving staff and volunteers are presented with certificates and service awards in recognition of their contribution.

Significantly, Care Options successfully submitted an expression of interest in 2010 to become one of nine Regional Assessment (RAS) teams in the Perth Metropolitan area. The new process for assessments commenced in the Perth metropolitan area on 31 January 2011 and is funded by the Home and Community Care Program (HACC).

For many years Care Options coordination, administration and scheduling staff were split between two offices - Challenger Lodge and the LifeLinks Building. In October 2010, with the funding assistance of \$133,771 from Lotterywest, we were able to bring our staff and volunteers together at the LifeLinks Building. This has provided an environment where communication between staff has significantly improved.

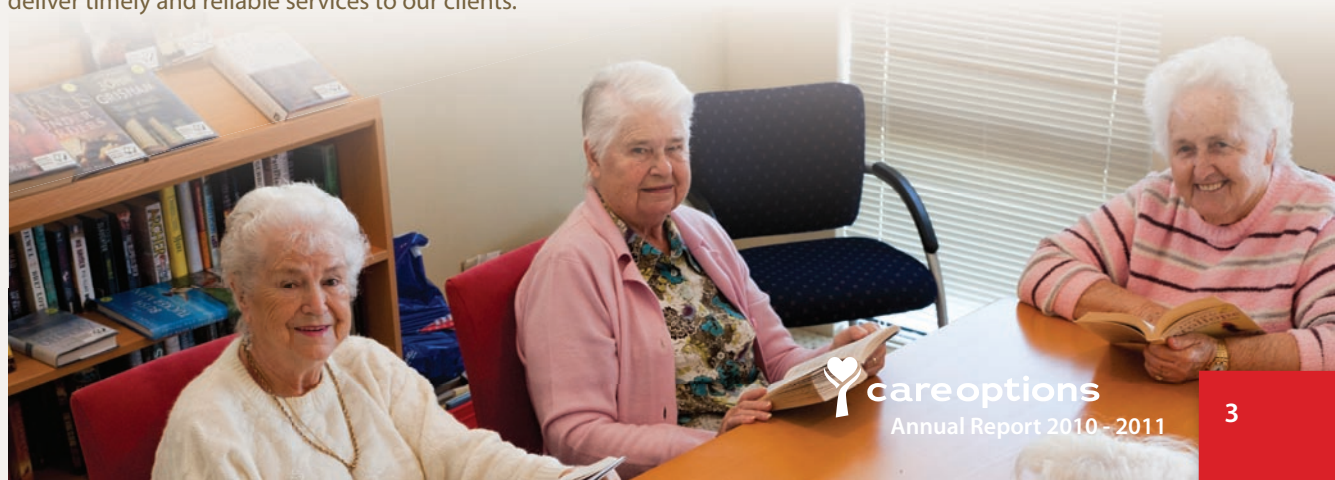
In the early part of the financial year, we commenced work on a two-year plan to replace all of our core information systems and computing hardware. This involved replacing our computing infrastructure and our telephony, client management, human resources and finance systems. We would like to thank Lotterywest and the Home and Community Care Program which provided funding assistance of \$220,986 and \$200,000 respectively. Without their generous assistance we would have been unable to progress this project. Care Options funded the remaining costs from its reserves. During the year, we also installed our new computer hardware, upgraded our telephony systems and commenced the planning and training for the replacement of our client management system.

When complete, these changes will greatly increase the reliability and functionality of our systems. They will also improve our capacity to deliver timely and reliable services to our clients.

A major website update also occurred during the financial year, to both improve usability and expand the information available on the site. The new site went live on 18 May 2011.

With demand increasing for our services, we also commenced looking for land to build a new day centre to replace our current Ray Street facility. To support this project we started work on our inaugural Care Options Fundraising Golf Day, which is planned for October 2011.

Our staff and volunteers have worked hard over the last twelve months to ensure the changes in regards to HACC assessments, and also within our organisation, are managed in a way that provides the best possible outcomes for our clients. Their patience, dedication and commitment to our clients and organisation is, without doubt, our greatest asset. Thank you.



Care Options services

CACPs

Community Aged Care Packages or CACPs support elderly people with a disability to remain living independently within their own homes by providing a range of care services.

Care Options has 20 CACP packages. This has enabled us to assist 33 clients to live in comfort and safety in their own home, which equates to the delivery of 4,489 hours of care in the local community.

“*With the help I get from Care Options I can continue to live at home, which I'm really grateful for because I've lived in my own house for over 30 years and I want to stay here for as long as possible.*

The girls are wonderful, as well as helping me with chores around the house each week we have a good chat and also play a game of Scrabble which helps to keep my mind active too.”

Olga, CACP client

In home services

Care Options is pleased to have been able to maintain the level of in-home support provided to clients this financial year. These services include:

- Personal Care
- Domestic Assistance
- Respite
- Social Support
- Other Food Services (Meal Preparation)
- Gardening and Home Maintenance

As the year has progressed, there has been a number of changes and improvements in this area, in particular the move of administration team members and coordinators from Challenger Lodge to our LifeLinks building in Rockingham.

In addition, the continued effort of Care Options' team members to provide clients with quality, holistic services despite changes to internal procedures as a result of the implementation of RAS deserves acknowledgement. Staff have openly accepted these changes and adjusted their practices to ensure that client needs are met.

Centre based services

Ray Street

This year we have introduced overnight respite at the Ray Street centre which has proven very popular with both clients and their carers. This was instigated following feedback from community members who pointed out that very little overnight respite was available in the Rockingham area.

As a result, we now offer respite weekends which run from Friday through to Sunday. This means that clients are able to stay in familiar surroundings, supported by staff whom they know and trust. Participants also remain able to take part in the social activities they normally undertake at the centre over the weekend.

Clients have also been given the opportunity to go on several weekend camp excursions. Destinations have included Fairbridge, Taunton Farm in Margaret River, Toodyay and the Loose Goose Chalets in Nannup. These camps have proven particularly popular with participants and Care Options will be building on their success in the next financial year.

In early 2011, the team at Ray Street also held a Biggest Morning Tea fundraiser for the Cancer Council. Pleasingly, several hundred dollars was raised for the charity by clients, staff and volunteers.

Seniors Assistance Fund

The Seniors Assistance Fund (SAF) is an initiative of the City of Melville which is managed by Care Options.

The program was set up to meet the unmet needs of seniors in the local government area of Melville by providing one-off or short term assistance. Recipients of this scheme must be ineligible to receive services through HACC or other government funding.

Transport

Care Options' transport services are primarily run by dedicated volunteers who provide transport to and from medical and other appointments within the metropolitan area. Under the program, two separate services are provided, which are:

- HACC Transport, and
- Rockingham Community Transport

The latter is provided by the City of Rockingham but administered by Care Options. It is designed to assist local residents who are disadvantaged in terms of transport options.

The service caters for transport relating to shopping, community events, social outings and access to regional facilities such as libraries.

One major highlight from the financial year was the expansion of Care Options transport services into the Murray Waroona area, following our partnership with Murray Waroona HACC. This service will continue to develop over the coming twelve months to assist in the transportation of clients, predominantly for medical appointments.



Financial summary

Income Statement for the year ended 30 June 2011

	2011	2010
	\$	\$
Income		
HACC Recurrent	4,127,623	3,592,631
Commonwealth	120,724	118,823
Other Grants	541,519	541,886
Other Income	622,130	538,693
Interest Received	111,888	70,102
Total Income	5,523,884	4,862,135
Expenditure		
Staff Salaries	3,658,286	3,163,455
Superannuation	310,618	258,343
Leave Provisions	29,348	88,382
Other Staff Costs	36,637	48,003
Accounting & Professional Fees	39,593	89,553
External Agency Services	141,852	197,074
Consumables	63,684	56,216
Office & Accommodation Costs	197,691	145,859
Other Administration Costs	317,407	243,093
Insurance	163,693	113,072
Depreciation	273,261	264,785
Motor Vehicle Costs	177,297	234,423
Total Expenditure	5,409,367	4,902,258
Net Operating Surplus/(Deficit)	114,517	(40,123)
Non-Recurrent Income	737,771	222,744
Exceptional Items	(8,509)	(176,932)
Net Surplus/(Deficit)	843,779	5,689

Balance Sheet as at 30 June 2011

	2011	2010
	\$	\$
Current Assets		
Cash & Cash Equivalents	2,045,840	1,455,799
Trade & Other Receivables	129,099	110,063
Total Current Assets	2,174,939	1,565,862
Non-current Assets		
Property Plant & Equipment	1,632,391	1,327,716
Total Non-current Assets	1,632,391	1,327,716
Total Assets	3,807,330	2,893,578
Current Liabilities		
Income In Advance	117,380	118,263
Trade & Other Payables	339,679	233,378
Other	118,934	90,153
Employee Benefits	267,398	227,947
Total Current Liabilities	843,391	669,741
Non-current Liabilities		
Trade & Other Payables	32,074	125,648
Employee Benefits	16,481	26,584
Total Non-current Liabilities	48,555	152,232
Total Liabilities	891,946	821,973
Net Assets	2,915,384	2,071,605
Members' Funds		
Reserves	471,103	471,103
Retained Surpluses	2,444,281	1,600,502
Total Members' Funds	2,915,384	2,071,605

Board profiles

Barbara Powell

Barbara Powell joined the Board of Care Options in 2005 and has been in the position of Chair of the Board since November 2009. Barbara has over 25 years' experience in community services and development management in local government. She currently holds the position of Director of Community Development at the Town of Kwinana. In her previous role at the City of Fremantle, she was responsible for managing a range of diverse services similar to those offered to the community by Care Options, and as a consequence has considerable knowledge of and a commitment to ensuring quality service delivery to the community.

John Quilty

John Quilty joined the Care Options board in 2007 and is currently Chair of the Finance and Audit Committee. John retired as an environmental consultant in 2011 after working for over 40 years in the field.

John has particular interest in the not-for-profit sector, having volunteered over many years for organisations working with the disabled and the disadvantaged in the community.

Sue Limbert

Sue Limbert, CMC, JP was appointed to the Care Options Board on September 2004. Sue serves her community in many capacities. She has extensive experience in Local Government serving as Councillor for the City of Cockburn. Policy direction and strategic delivery of services are her main roles.

Sue is a member of many community and local government committees and is Chairperson of Cockburn's Disability Reference Group. Over 20 years as a continuing and long serving officer with the Town of

East Fremantle, Sue has gained enormous experience managing the Town's Home and Community Care (HACC) Program. Sue is also appointed by the Attorney General to actively serve in the capacity as a Justice of the Peace for Western Australia and is a Civil Marriage Celebrant for Australia.

Community issues are of great importance to Sue, with a particular focus on community service. She is very proud to serve as a Board Member of Care Options.

Gay Thornton

Gay is the Director Community Development, City of Rockingham, and is responsible for the social and cultural development of the city, together with community safety.

An occupational therapist by profession, Gay has been a member of the Care Options board since 2003.

She is also currently a director on the Board of the Local Government Managers Australia.

Laurie Smith

Laurie Smith has resided in Rockingham since 1968 and successfully operated two pharmacies during that time.

Laurie holds a Rotary Paul Harris Fellow, is the Patron of the Rockingham Royal Historical Society, and, in previous years, has held the roles of Shire President, Councillor and Mayor of the City of Rockingham, director of the Rockingham Economical Committee and Inaugural Board Chairman of Kolbe Catholic College. Laurie resigned from the Board on 3 August 2010.

Christine Young

A board member since 2009, Christine has over 25 years' experience working both in the community services industry and community development fields, both in

local government and the not-for-profit sector.

Christine is the Director Community Development at the City of Melville and is responsible for managing a large portfolio that includes service areas such as Neighbourhood Development, Neighbourhood Amenity, Community Services, Health and Lifestyle Services and Administrative Support.

Anton Vucak

Anton was appointed to the Board in April 2011. He is a partner of Jarman McKenna and is experienced in the area of insurance litigation. Anton provides strategic advice on professional risks, including health and safety law, employers' indemnity claims and general insurance litigation. Prior to commencing his legal career, Anton obtained a Bachelor of Science with Honours in Ultrasound Medicine.

Anton is currently a committee member of the Australian Insurance Law Association (WA Branch) and a member of the Law Society of WA.

John Simmons

John was appointed to the Board in April 2011. He served in the Australian Regular Army for 20 years before joining the City of Rockingham where he had a numbers of roles, including Human Resources Manager. After 14 years with the City, he left to commence his own business as a human resources consultant.

A member of the Rotary Club of Palm Beach for 24 years, John was also the Rotary International District Governor in 2003-2004. John is a past President of the club and has undertaken a variety of Director positions during his membership. He currently serves as a volunteer at the Citizens Advice Bureau and is a Council member of Rockingham Senior High School.

Locations

Alfred Cove Office (*Operations Office*)

Unit 1, 1 North Lake Road, Alfred Cove WA 6154

Challenger Lodge (*Transport Office*)

17 Read Street, Rockingham WA 6168

Kennedy House (*Day Centre*)

1 LeMans Elbow, Port Kennedy WA 6172

Lakelands (*Day Centre*)

20 Dalona Parkway, Lakelands WA 6180

Lifeliinks Building (*Main Office*)

4 Civic Boulevard, Rockingham WA 6168

Ray Street (*Day Centre*)

20 Ray Street, Rockingham WA 6168

Contact Details

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Rockingham Beach WA 6969

Web www.careoptions.org.au

Care Options Services

Care Options has multiple programs covering the South West Metropolitan area. Brief details of each of our programs follow.

Home and Community Care (HACC) Services

The Home and Community Care (HACC) program provides basic support and maintenance services to frail aged people, people with disabilities and their carers to assist them to continue living independently at home. Services include:

- Transport
- Domestic assistance
- Personal care
- Respite care
- Social support
- Meal preparation
- Gardening and home maintenance
- Day centre programs

Community Aged Care Packages (CACP)

CACPs provide a planned and managed package of community care for elderly people with complex care needs who wish to remain living in their own homes.

Assistance with Care and Housing for the Aged (ACHA)

ACHA is designed to help frail, low-income older people who are renting, in insecure housing or who are homeless, to remain in the community. Support can be given through gaining help to access the right kind of housing and community care specific to individual need.

Seniors Assistance Fund (SAF)

SAF is available to City of Melville residents, assisting people to maintain their independence in their own homes.

Veterans' Home Care

Veterans' Home Care is a Department of Veterans' Affairs (DVA) program designed to assist those veterans and war widows or widowers who wish to continue living at home, but who need some practical help to do so. Veterans' Home Care services include:

- Domestic assistance
- Personal care
- Respite care

Veterans' Home Care is similar to the Home and Community Care (HACC) program.

Rockingham Community Transport Services

Rockingham Community Transport Services are available to City of Rockingham residents to assist individuals who are 'transport disadvantaged'. This is a door to door service which collects people from their place of residence and drops them off at specified locations.

Acknowledgement

Care Options gratefully acknowledges the support of the following organisations:

